2071046666

Strobel, Kathleen A.

From: McMahon, Kathy
Sent: Thursday, December 17, 1998 11:32 AM
To: Conrad, Nancy W.
Cc: Yonce, Cliff; Czarnecki, Joe R.; Strobel, Kathleen A.
Subject: FW: Noche de Baile

Nancy,
Update for November:
683 calls received.
66 were satisfied with the IVR.
617 chose to speak with a CSR.
Kathy